

## MEMORANDUM

January 27, 2009

TO: Anise Key Brown, Director, Eastern Montgomery Regional Services Center  
Natalie Cantor, Director, Mid County Regional Services Center  
Ken Hartman, Director, Bethesda/ Chevy Chase Regional Services Center  
Catherine Matthews, Director, Up County Regional Services Center  
Gary Stith, Director, Silver Spring Regional Services Center

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: **Regional Services Centers Outcome Performance Measures**

**The following items were identified for follow up during the January 27, 2009 CountyStat meeting:**

1. Develop and distribute Citizen Advisory Board survey. The survey questions should follow the RSCs four core functions: a. Coordinate projects among multiple agencies in their respective region; b. Assist departments with outreach to Communities (and vice versa); c. Proactively provide additional knowledge to departments about their respective regions (and vice versa); and d. Help departments be responsive to the community's needs  
Responsible party: Regional Services Centers  
Other parties involved: CountyStat  
Deadline: February 27, 2009
2. Assess the options for surveying the community, beyond the Citizen Advisory Board Survey.  
Responsible party: Regional Services Centers  
Other parties involved: CountyStat  
Deadline: February 27, 2009
3. Develop a unified long term strategic plan focused around the Centers' four core functions. This plan should include long-term, over-arching goals and strategies for delivering consistent results across all Centers in each of those core functions and a method for evaluating progress towards delivery of results.  
Responsible party: Regional Services Centers  
Other parties involved: CountyStat  
Deadline: April 24, 2009
4. Conduct a focus group of MLS employees who are also users of the RSCs to gather additional information regarding the results of survey on the level of effort it takes to utilize RSC services.  
Responsible party: Regional Services Centers  
Other parties involved: CountyStat  
Deadline: March 20, 2009
5. Develop an approach for the Regional Services Centers to market themselves as a resource to County departments.  
Responsible party: Regional Services Centers  
Other parties involved: CountyStat  
Deadline: April 24, 2009

6. Work with the County departments to orient the Department Heads and MLS as to the importance of, and desired procedure for tapping into the RSCs as an on-the-ground resource.

Responsible party: CAO's office

Other parties involved: RSCs, CountyStat

Deadline: April 24, 2009

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer